

**BEFORE THE TENNESSEE REGULATORY AUTHORITY AT**

**NASHVILLE, TENNESSEE**

**September 5, 2000**

**IN RE:**

**GENERIC DOCKET FOR EXTENSION  
OF TIME TO IMPLEMENT SECTIONS  
4 AND 5 OF TRA RULE 1220-4-2-.58**

)  
)  
)  
)  
)

**DOCKET NO. 00-00339**

---

**ORDER GRANTING IN PART  
MOTION FOR EXTENSION OF TIME**

---

This matter came before the Tennessee Regulatory Authority (the "TRA" or "Authority") at a regularly scheduled Authority Conference held on July 11, 2000 upon the Request For Extension Of Time pursuant to Sections 4 and 5 of TRA Rule 1220-4-2-.58, filed on May 24, 2000 by Citizens Telecommunications Company of Tennessee and Citizens Telecommunications Company of the Volunteer State ("Citizens"). As a result of similar requests previously filed by United Telephone-Southeast, Inc. and BellSouth Telecommunications, Inc., the Authority designated this docket for the filing of requests for extension of time.

Sections 4 and 5 of TRA Rule 1220-4-2-.58 require telecommunications service providers to offer a third party bill blocking service to its customers and to file tariffs describing the third party bill blocking service within 180 days of the effective date of the Rule. Third party bill blocking would allow the consumer to subscribe to a service that would block providers other than the consumer's prescribed local and long distance

provider from placing charges on the consumer's telephone bill.<sup>1</sup>

Section 5 of TRA Rule 1220-4-2-.58 also provides that telecommunications service providers can request from the Authority additional time to file the tariff and implement the blocking service, provided such request is filed not later than 180 days of the effective date of this Section. Having become effective on November 26, 1999, Section 5 requires that tariffs or requests for additional time be filed no later than May 24, 2000.

In its Request, Citizens asks for a one-year extension and states that adding this blocking service capability will require costly upgrades which will require an additional year to provide this functionality. Citizens further states that neither customers nor the public interest will be adversely affected by this additional time because the existing rules against cramming "provide significant and meaningful safeguards for customers in the interim."<sup>2</sup>

After considering the record in this matter as well as previous requests for extension of time, the Directors voted unanimously to allow Citizens an extension of time until September 1, 2000 to implement Sections 4 and 5 of TRA Rule 1220-4-2-.58.

**IT IS THEREFORE ORDERED THAT:**

1. The Request for Extension of Time to Offer a Blocking Service as Required by Section 1220-4-2-.58(4) of the TRA's Rules filed by Citizens Telecommunications Company of Tennessee and Citizens Telecommunications Company of the Volunteer State, is denied relative to the request for a full year, but is approved until September 1, 2000;

---

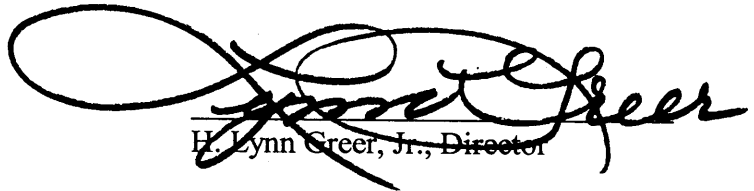
<sup>1</sup> Sections 4 and 5 address recurring charges, of which this type of recurring charge is the largest source of cramming complaints under investigation by the Authority. Sections 4 and 5 do not prohibit non-recurring charges such as casually billed toll charges from appearing on the consumer's telephone bill.

<sup>2</sup> See comments of Citizens communications at p. 8 (May 18, 1998).

2. Citizens Telecommunications Company of Tennessee and Citizens Telecommunications Company of the Volunteer State shall file on or before September 1, 2000 tariffs reflecting third party bill blocking service; and

3. Any party aggrieved with the Authority's decision in this matter may file a Petition for Reconsideration with the Authority within fifteen (15) days from the date of this Order.

  
Sara Kyle, Chairman

  
H. Lynn Greer, Jr., Director

  
Melvin J. Malone, Director

ATTEST:

  
K. David Waddell, Executive Secretary